



UnitedHealthcare Community Plan – Kansas

It's KanCare made for You!



Town Hall Slides – Nov. 2012



Welcome to the Community



We're proud to have you as a member in the community, and we'll work to make it easier to get the care you deserve.

- You will receive a "Welcome Call" from UnitedHealthcare.
- Our member advocates will call you to discuss your benefits and answer your questions.
- We will give you a Health Risk Assessment - a short survey to help us understand your health needs so that we can serve you better.
- You will receive a member welcome kit, which includes your new member ID card


Health Plan (80840) 911-96385-07
Member ID: 999999999999 Group Number: XXXXXX
Member: Subscriber Brown Payer ID: 96385
PCP Name: Provider Brown/Provider Group
PCP Phone: (999) 999-9999
Effective Date: 99/99/9999

Rx Bin: 610494
Rx Grp: ACUKS
Rx PCN: 9999
0001 Administered by UnitedHealthcare of the Midwest, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 09/28/11



This card does not guarantee coverage. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members:	877-542-9238	TTY 711
Nurseline:	855-575-0136	TTY 711
Behavioral Health:	855-802-7095	TTY 711
Transportation (reservations):		877-796-5847

For Providers:	www.uhccommunityplan.com	877-542-9235
Medical Claims:	KMAP, PO Box 3571, Topeka, KS	66601-3571
Transportation (Where is my ride?):	877-796-5848	

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacist: 877-305-8952

Helping You Along the Way



Member Services

- As our member, you can call us any time, any day using our interactive voice response.
- We are live Monday through Friday 8 a.m. to 8 p.m.
- Toll free Member Services Line:
1-877-542-9238
- For the hard of hearing, use:
TTY: 711
- They will help you with anything related to your health plan.
- We want to speak to you in your language!



Helping You Along the Way

Care Coordination

- High risk members will be assigned a Care Coordinator.
- Care Coordinators will provide you with support to help you access care.
- We help to manage all of your health, mental health and long term care.
- Contact your Care Coordinator at any time you have a question.

Care Options

- In your home
- Or in another place in the community such as an assisted living facility
- Or in a nursing home
- Talk with your Care Coordinator about more options for where you can receive care.

Helping You Along the Way

If you get care in a nursing home, your Care Coordinator will:

- Be part of your care planning
- Perform a needs assessment
- Add to the nursing home plan of care if you need more
- Make a visit every 6 months
- Coordinate with the nursing home if you need services the home doesn't provide
- See if you are able to move

If you get care at home, your Care Coordinator will:

- Evaluate your health and your needs
- Help you decide the best services for your needs
- Help you develop a plan of care
- Make sure the right providers are consulted

Helping You Along the Way

NurseLine

- Your 24-hour health information resource
- **1-855-575-0136, TTY 711**

Nurses can help you with:

- Minor injuries
- Common illnesses
- Self-care tips and treatment
- Choosing appropriate medical care
- Illness prevention
- How to take medication
- Men's, women's and children's health

Helping You Along the Way

Non Emergency Medical Transportation

- Available to help you get a ride to your medical appointments.
- Call **1-877-796-5847** at least 3 days before your appointment.
- Call Monday through Friday from 8 a.m. to 8 p.m.
- We will help you with your already established medical transportation appointments.
- Members 16 or older can call. The member's parent or guardian should call if the member is under 16.

Value Added Services

Keeping Members Healthy

- Adults can earn gift cards for going to health screenings.

Maintaining A Healthy Weight

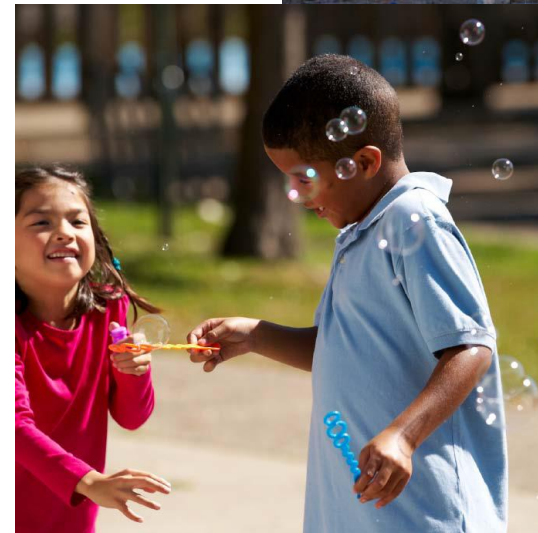
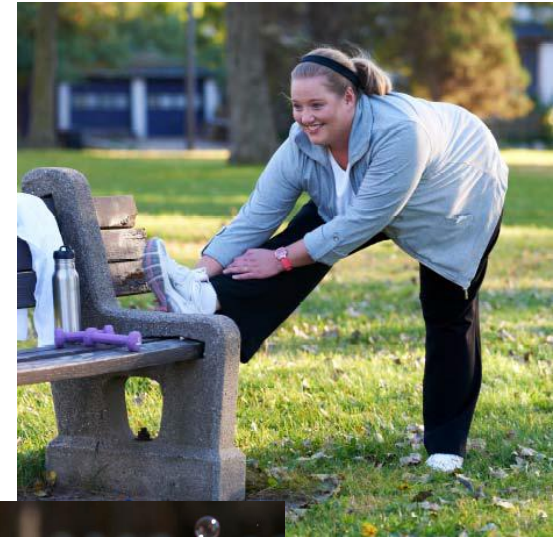
- Free Weight Watchers classes and workout gear.
- Weight management support for children in many areas of the state

Keeping Kids Active

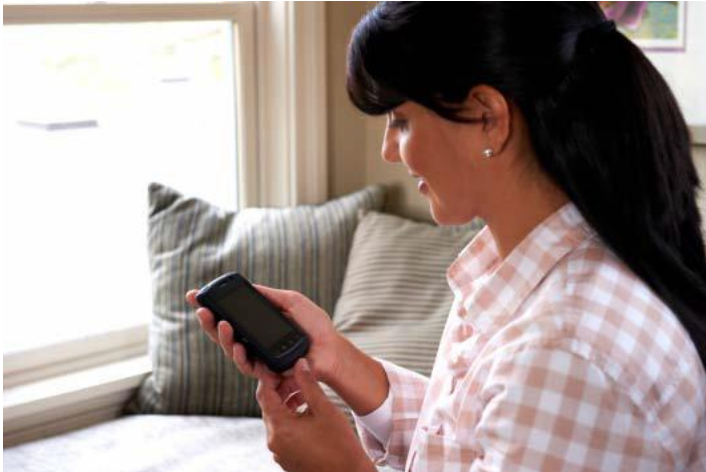
- Membership in a youth organization
- One covered camp physical per year

Healthy Pregnancies

- Healthy First Steps Program
- Online tools and gifts for new moms (Baby Blocks)
- A free book and more!



Value Added Services



Smart Tools for Health

- **myuhc.com**
- Smartphone applications
- Community Services Connect
- Cell phone for high risk members who need it

Promoting Health

- More vision services
- More podiatry visits
- Dental for adults

Behavioral Health

- Peer Bridgers Program
- Mental Health First Aid Program

Value Added Services

Sesame Street and Dr.
Health E. Hound

- “A is for Asthma”
- “Sesame Street Food for Thought Program”
- “Sesame Street Healthy Habits”
- Dr. Health E. Hound birthday cards and reminders are staying healthy



Learn about Sometime and Anytime foods.

You're invited to a UnitedHealthcare Community Plan
Food for Thought: Eating Well on a Budget event

Saturday, June 4
2:00 p.m. through 5:00 p.m.
XYZ Civic Center, City, State

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind Sesame Street, have teamed up to develop **Food for Thought: Eating Well on a Budget** to help families make food choices that are affordable, nutritional and set the foundation for lifelong healthy habits.

Come enjoy:
• Cooking demonstrations.
• FREE Sesame Street Food for Thought Kit with DVD.

